

March 13, 2006

Printer, Facsimile and Plotter Maintenance
Statement of Work

Section A

Introduction

This agreement provides all-inclusive coverage for selected equipment in accordance with the attachment entitled, "Printers, Maintenance and Supplies, Equipment List" and any new printers purchased by the EPA during the contract's period of performance. Coverage under this agreement shall be provided under the following provisions:

A. "Cost per page basis" -- Coverage under this section shall include all parts, labor, scheduled and unscheduled preventive maintenance on network and mainframe printers, parts, labor and maintenance on toner and/or inkjet cartridges, drum kits, transfer kits, user-maintenance kits, as well as the installation of these consumable items on a cost per page agreement. Customer is responsible for providing paper, labels, film or any other type of media.

B. "Time and material basis" -- Coverage under this section shall include selected network printers and facsimile equipment that do not have page count capability and other printer equipment that has been chosen by EPA to not be part of the "cost per page" category.** Services shall include repairs when approved by EPA, labor and maintenance on toner and/or inkjet cartridges, printer heads and routine preventive maintenance on a "time and material" basis. Exclusion: Multi-functional copy/printer/facsimile equipment shall not be included in this agreement.

C. Consumable Supplies -- Inkjet and toner cartridges and print heads for equipment not covered under "cost per page basis" or "time and material basis" may be purchased per schedule entitled "Supplies for equipment not covered under the cost per page agreement."

Supplies provided shall meet quality control standards as determined by the supply manufacturer and conform to manufacturer's specifications including quality and yield. Supplies furnished for all equipment will be replaced, if defective in manufacturing, labeling, or packaging, or if damaged or lost in transit. In addition, vendor will reimburse Customer for shipping costs related to the non-conforming supplies return. If a supply installation damages a Customer's printer, vendor will repair or replace the printer at the vendor's expense.

Vendor shall use remanufactured, reconditioned or refurbished parts, toner and inkjet cartridges, modules or units as replacements whenever possible. In addition, the vendor may use available manufacturer generic substitution parts when applicable.

Service Locations

Vendor shall provide maintenance services as specified for the following locations:

1445 Ross Avenue, Dallas, TX, 75202
3131 Irving Blvd. Ste. 601, Dallas, TX 75247
10625 Fallstone Drive, Houston, TX 77099
4050 Rio Bravo, El Paso, TX 79902.

Services shall be provided during normal working hours for service personnel, Monday through Friday from 8:00 A.M. to 5:00 P.M. Central Standard Time, excluding nationally observed federal holidays. No requests for service will be responded to at any time outside of the periods specified above. Replacement parts become the property of the vendor.

On-Site Service

A. Security and Privacy - While performing on-site services, the Contractor personnel must wear a Contractor photo ID badge provided by EPA Region 6 for purposes of official Contractor identification and must comply with the security policies established by the EPA Region 6 (see attached Security and Privacy statement). Although this is a government investigation, the contractor will bear the expense of approximately \$120 per individual NACIC and arrange for an equivalent deduction from contractor invoice submissions. All Contractor personnel must have, at a minimum, the National Agency Check and Inquiry Investigation plus a Credit Check (NACIC). Although this is a government investigation, the contractor will bear the expense of approximately \$120 per individual NACIC and arrange for an equivalent deduction from contractor invoice submissions.

B. Hours of Operation - Services shall be provided during normal working hours for service personnel, Monday through Friday from 8:00 A.M. to 5:00 P.M. Central Standard Time, excluding nationally observed federal holidays. No requests for service will be responded to at any time outside of the periods specified above. Replacement parts become the property of the vendor.

C. HP 9000 mainframe printers - Vendor shall arrive at EPA's site within 2 hours of the request for service on mainframe printers. Scheduled maintenance shall be performed monthly on a regularly scheduled time agreed upon between EPA and vendor.

D. All other printers - Vendor shall arrive at EPA's site within 4 hours of the request for service on all other printers. After a thorough diagnostic analysis is performed, the technician shall begin the service process. If parts are required to complete the service, parts will be obtained from the technician's truck stock, vendor's warehouse or one of several local parts distributors' warehouses. If toner or inkjet cartridges are required, the vendor shall provide and install on-site. All service shall be completed within 24 business hours from receipt of service call.

E. Exceptions - In cases where needed parts must be placed on back-order or cannot be obtained in a sufficient time to meet specified timeframes and the equipment will be inoperable for more than 48 business hours, a loaner shall be provided by the vendor at no additional charge.

When complex repairs cannot be performed on-site, the contractor shall be allowed to take equipment off-site with the approval of EPA.

For equipment over 7 years old, it may not be feasible to repair. The contractor shall make recommendations to EPA on the disposition of the equipment, which may include equipment replacement.

Section B

New Account Implementation

No inspection is required for equipment to qualify for coverage under this maintenance agreement. Service under this agreement will begin when the vendor provides and installs the first cartridge. In order to identify the location of each piece of equipment, the vendor shall affix an ID label to each piece of equipment to be covered under this agreement. Vendor shall give the EPA an agreed upon formatted monthly report on all printers or equipment with page counts and use of cartridges or supply count to be used as an E-living document.

A. Help Desk - The EPA Help Desk shall be the primary means for EPA employees to request service for equipment and for notifying the contractor of equipment repairs via Internet e-mail. The contractor shall be provided access to the Help Desk system to complete the disposition and close out of each printer work-order.

B. Key Operators - EPA shall provide the names of EPA employees for every floor and/or department to serve in the capacity of "key operator". Persons designated as key operators will only be responsible for the removal of minor paper jams and coordination with vendor on any service calls placed.

C. On-site Supply Storage - The EPA shall provide a small secure area for the purpose of storing toner, plotter paper, inkjet cartridges etc. for vendor's technicians. All empty cartridges from vendor's supply closet and Customer's supply closet shall be picked up monthly by the vendor for recycling purposes, as required for each location.

D. Vendor Reports - Vendor shall provide EPA with e-format quarterly reports. This report will be a "live" document reflecting a minimum of the following: model number, serial number, page count, floor-location, black & white or color, pages printed per month, totals, type & amount of supplies, used, comment field, service calls received, service calls completed and other such information as mutually agreed upon.

Section C

Services Excluded

A. Electrical Work - Electrical work external to the Equipment and adding, installing, removing, and maintaining accessories, attachments, machines or other devices shall not be covered by the Agreement.

B. Other Than Ordinary Wear and Tear - Repair, maintenance and adjustment to the equipment required for reasons other than ordinary wear and tear shall not be covered by the Agreement. Limited examples may include:

- Neglect
- Misuse
- Faulty installation, repair or maintenance by parties other than the servicing vendor
- Accident
- Modification with prior written approval
- Use of equipment with other devices not covered under the Agreement
- Improper environment (lack of proper air conditioning, failure or fluctuation of electric power)
- Lightning
- Static electricity
- Fire
- Relocation and reinstallation of the equipment by anyone other than the contracting vendor

C. Non-contractual services - Furnishing of accessories, changing of printer ribbons, backing up and recovering disk files, refurbishing the Equipment with furnished material for that purpose, or relocating the Equipment shall not be covered by the agreement.

D. Compliance requirements - Service required to comply with requirements or regulations of any government body or agency arising after the date of the Agreement shall not be covered by the agreement.

E. Local Printers - Service on printers connected solely to one printer and used solely by one employee shall be excluded from services performed under this agreement.

Printers selectively designated for specialty and/or scientific purposes shall be excluded from services performed under this agreement.

Section D

Technical evaluations will be prepared for all companies submitting proposals for this contract. See attached Technical Evaluation form for further information.

NOTE: Some of these printers will have counters, but will not fall under the category requiring per page charges.

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Technical Evaluation Criteria

Contractor: _____ Total Score _____

1. Proposal clearly meets quality control standards, specifications and other requirements addressed in the sale and use of remanufactured consumable supplies specifically and clearly addressed in the SOW and Technical criteria.
 - a. Exceptional 16 – 25
 - b. Adequate 6 – 15
 - c. Inadequate 0 – 5Score _____

2. Corporate experience, certifications and vendor alliances clearly meet established criteria addressed by the Environmental Protection Agency Region 6.
 - a. Exceptional 16 – 25
 - b. Adequate 6 – 15
 - c. Inadequate 0 – 5Score _____

3. Personnel experience and technical knowledge of IT peripheral equipment clearly meets relevant experience for this type of program.
 - a. Exceptional 16 – 25
 - b. Adequate 6 – 15
 - c. Inadequate 0 – 5Score _____

4. Past performance and/or corporate references
 - a. Exceeds minimum requirements 16 – 25
 - b. Meets minimum requirements 6 – 15
 - c. Inadequate 0 – 5Score _____

Notes:

Evaluator _____ Date _____